



York County Public Transportation

Passenger Handbook



March 2013

Service Description

York County Transportation is part of the York County Aging Services Program, which operates a transportation system for residents of York County on a non-emergency, demand-response basis. Passengers are transported on a call-in, first come first serve basis providing curb-to-curb service. Door-to-door assistance and a lift equipped vehicle is available upon request. Drivers are to load and discharge passengers in a reasonably safe environment.

Passenger Eligibility

Transportation services are provided to the general public. New passengers will be asked to complete a Client Information Form and register with the York County Transportation office in order to gather contact/emergency information.

Passengers under the age of twelve (12) ride for FREE if they are accompanied by an adult (18 or over). Children under 5 must be accompanied by an adult and be placed in a car seat. Passengers are responsible for providing their own car seat.

Animals must be confined in a carrier, except for service animals, which must be properly leashed and restrained by their owner to prevent potential injuries to other passengers and driver.

Non-Discrimination Policy

York County Transportation strictly adheres to a non-discriminatory policy. York County Transportation will not discriminate on the basis of race, color, national origin, religion, age or disability in the provision of services. This handbook may be made available in a more accessible format upon request.

Days & Hours of Service

- **In City Limits:** Transportation service in and around the city of York available Monday through Friday from 8:00 a.m. to 4:30 p.m. Limited services are available on Saturdays and many holidays, but require one working days' notice. No service is available on Thanksgiving Day, Christmas Day and New Year's Day.
- **In County (Out of City limits):** Service to and from rural areas of York County to the city of York or to other rural areas within York County available Monday through Friday from 8:00 a.m. to 4:30 p.m., with one working days' notice.
- **Out of County:** Service to Lincoln or Grand Island are provided on Thursdays and require one working days' notice. Please contact our office for current schedule.

In addition, the following holidays will be observed with limited service provided: Martin Luther King Day, President's Day, Arbor Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, and the day after Thanksgiving. No service will be provided on New Year's Day, Thanksgiving Day, or Christmas Day.

Reservations/Scheduling

Reservations may be made during normal office hours: Monday through Friday from 8:00 a.m. to 5:00 p.m. at the York County Aging Services office by calling (402) 362-7626. In addition, reservations can be made after hours between 5:01 p.m. and 7:59.m. using our voice mail messaging system.

All trips are scheduled on a first come first serve call-in basis and requests will be honored on a space-available basis. Passengers making reservations via voice mail will be informed as soon as possible as to whether their requested time and date can be honored.

In order to schedule trips in an efficient manner, York County Transportation must have the passenger's name(s) and the pick-up and drop-off location and be informed of all destinations when a trip is scheduled. Drivers will not make unscheduled stops without going through dispatch. In addition, drivers will not wait while customers conduct their business at a drop-off location, unless no other rides are scheduled.

Due to the nature of a demand-response system, customers are requested to be ready 15 minutes before the scheduled pick-up time. Pick up and drop off times will be scheduled within a "window" of time and the vehicle will be considered on time if it arrives up to 15 minutes before or 15 minutes after a scheduled pick-up time.

Passengers should plan and prepare for their travel so as not to inconvenience the service or other passengers.

You are welcome to schedule your return trip with a specific time, or you may utilize our "will-call" option. Will-call is handy for appointments with unspecified completion times.

Fares

In-City Limits	\$2.00 or 1 punch per boarding (No Day Passes)
In-County	\$4.00 or 2 punches per boarding
Out-of-County	\$6.00 or 3 punches per boarding
<ul style="list-style-type: none">• \$2.00 or 1 additional punch per stop• Drive-thru stops are considered a boarding	

In addition, all stops must be pre-scheduled through the York County Aging Services office.

York County Transportation accepts Title XX reimbursements for Nebraska Health and Human Services clients.

Punch Tickets

Punch tickets are sold by a punch card of 10. A ticket may be purchased for \$20 (10-\$2 punches). Tickets may be purchased through the mail, by coming into the York County Aging Services Office or, if prior arrangements have been made with the Aging Services Office, from drivers.

Reduced Rate Tickets

Passengers who find the cost of a full fare a barrier to using the system may apply for reduced rate tickets. Cost of reduced rate tickets are based on an individual's income as compared to current poverty rates. To apply for reduced rate tickets, passengers will need to contact the York County Aging Services Office and complete a Fee Determination Form. Program staff will review information on the form and notify the passenger if they are eligible to purchase tickets at a reduced rate and what their rate will be per ticket. All Fee Determination Information will be kept strictly confidential.

Cancellation and No-Show Policy

If the passenger is unable to meet a scheduled trip, he/she must call the office within one hour of pick-up time to cancel or reschedule. Repeated un-notified missed appointments by any passenger may result in a suspension in service privileges for up to two (2) weeks. York County Aging Services Program Manager shall determine all suspensions.

Lost and Found

York County Transportation is not responsible for any item(s) left on a vehicle. Any article left behind on a vehicle, will be brought back to dispatch where it will be held for a minimum of seven (7) days until claimed. Once seven (7) days expire, the item(s) may be discarded or donated.

Passenger Assistance & Responsibilities

Drivers are responsible for providing minimal assistance to passengers boarding and de-boarding the vehicle. Minimal assistance includes loading/unloading and securing wheelchairs and scooters. Drivers may not lift or carry passengers. Upon request, drivers may escort passengers to and from the nearest door. Passengers will need to make their own arrangements for a personal aide if additional assistance is required. Aides will not be required to pay a fare.

Passengers will need to provide their own mobility device (walker, cane, wheelchair, etc.).

Capacity Limits

Due to the limited space on vehicles, passengers should only purchase what they can carry and securely place at their feet or place in the shared storage area of the vehicle. In addition, passengers should not expect to transport material which might cause inconvenience, discomfort, offense, or danger to other riders or which might cause inefficiency to the operation of the service. The driver has the authority to reasonably interpret and enforce this policy.

Except for individuals with a documented disability, drivers will not be responsible for carrying a passenger's groceries and/or packages to the door or loading onto vehicle, however drivers may choose to do so, if time allows. Passengers with more than a few bags or who can not carry their own bags should arrange to have someone available to assist in carrying baggage.

Passenger Conduct

Passengers are expected to act in a courteous, respectful and polite manner to the driver and other passengers. The driver is responsible for overseeing the behavior on the vehicle and authorized to maintain a safe, pleasant atmosphere for all passengers. Per Nebraska's Safety Belt Law, drivers and front-seat passengers must use occupant protection systems worn properly adjusted and fastened. York County Aging Services also requires that back seat passengers also wear seatbelts. Drivers are prohibited from placing the vehicle in motion until all passengers are safely seated and properly secured.

The following are inappropriate behaviors and are strictly prohibited:

- Use of any tobacco products (this includes chewing tobacco)
- Foul or offensive language
- Lack of personal hygiene
- Bothering or harassing other passengers
- Possessing weapons
- Fighting
- Possession of alcohol in an open container
- Possession of any illegal substance
- Being under the influence of illegal drugs or alcohol
- Failure to comply with driver requests to be safely seated and secured

York County Transportation reserves the right to refuse any passenger service if they violate any of the above standards.

Safety Procedures

Safety is a top priority at York County Transportation. Drivers are trained in Passenger Assistance Techniques, Defensive Driving, and safety and security procedures.

Furthermore, all vehicles are operated in a safe manner. Drivers are responsible for assuring the safe boarding and de-boarding of passengers from vehicles. Vehicles will not move until all passengers are seated and belongings are secured. Drivers will park the vehicle in a safe location at all times. This may include parking at a pick up or drop off point other than the designated location if the driver feels conditions are such that access to the designated location would be dangerous.

The driver has the right and responsibility to determine his/her capability and that of the vehicle. For example the driver will determine whether a rural road is passable and whether to cancel a scheduled trip due to weather conditions (present or pending), or condition of the vehicle.

Each vehicle is equipped with standard safety equipment such as fire extinguisher, flares, first aid kit, etc. The vehicle is inspected daily to assure that it is in proper working condition.

Inclement Weather

York County Public Transportation will be closed when the County Courthouse is closed. In addition, services may be shut down at any time when there is threatening weather or unsafe driving conditions. Service cancellations due to emergency will be announced via 1370 radio and previously scheduled passengers will be personally contacted, where possible.

Transportation Department Responsibilities

York County Transportation is committed to providing a reliable and efficient transit service. York County Transportation's goal is to provide excellent service and meet passenger's individual needs. In order to satisfy this goal, we welcome any comments passengers may have regarding service delivery. We provide suggestion boxes at our office and welcome all calls to the York County Aging Services Program manager. It is our responsibility to provide safe,

clean, reliable and efficient services. We comply with all applicable Federal, State and Local regulations and carry adequate liability insurance that exceeds legally mandated minimums. York County Transportation is committed to keeping all vehicles and equipment properly maintained and in safe working condition. We are responsible for providing the services that have been detailed in the previous sections of this policy. York County Transportation provides for an alcohol and drug-free workplace and tests its employees to identify and prevent possible substance abuse problems to ensure safety.

Driver Responsibilities

- Deliver the service in accordance with this policy.
- Deny service to passengers who refuse to follow policy.
- Provide a safe and comfortable ride.
- Treat customers with courtesy and respect.
- Upon request, escort passengers to and from the nearest visible accessible door.
- Keep the Vehicle in sight at all times.
- Ensure the customer is safely through the external accessible door.
- Not enter a customer's residence unless invited (except in the case of an emergency).
- Adhere to the established schedule, within the limits of safety and road conditions.
- Park the vehicle in a safe location at all times. This may include parking at a location other than the designated location if the driver feels conditions are such that access to the designated location would be dangerous.
- Operate the vehicle according to all prescribed policies and directives.
- Ensure that the customer and their mobility aids are secured using all available security devices.

Passenger Responsibility

- Complete and submit the Client Information Form.
- Notify dispatch of all destinations.
- Treat transit staff and other passengers with courtesy and respect.
- Ensure that their mobility aid is in proper working order so that they may be transported safely.
- Pay the appropriate fare or ticket.
- Plan and prepare for their travel so as not to inconvenience the service or other passengers.
- Provide reasonable access to an external accessible door within sight of the Vehicle at their locations.
- Provide the correct addresses of their pick up and destination points.
- Advise the Aging Services Office immediately of any changes in their contact, medical or address information.
- Be at their pick up / destination points and ready for transport 15 minutes before their scheduled trip time.
- Cancel any unwanted trips in accordance with this policy.
- Not exhibit any inappropriate behaviors.
- Not transport hazardous materials such as corrosive or flammable liquids and explosives. Customers who must travel with a portable oxygen unit or service animal should provide such information to the dispatcher at the time the reservation is made.
- Supply a child's car seat if required by any children accompanying the customer. The customer or their attendants will be responsible for both securing and removing the car seat from the Handy Bus.